

FM4863K-AN

User manual

Induction wok

Dear Customer

Thank you for choosing one of our high-quality products.

With this appliance you will experience the perfect combination of functional design and cutting edge technology.

Convince yourself that our appliances are engineered to deliver the best performance and control – indeed we are setting the highest standards of excellence.

In addition to this you find environmental and energy saving aspects as an integral part of our products.

To ensure optimal and regular performance of your appliance please read this instruction manual carefully. It will enable you to navigate all processes perfectly and most efficiently.

To refer to this manual any time you need to, we recommend you to keep it in a safe place. And please pass it to any future owner of the appliance.

We wish you much joy with your new appliance.

The following symbols are used in this user information:



Warning! This must be read! Important advice for the safety of persons and information on avoiding damage to the appliance



General information and advice



Information on environmental protection



Dangerous voltage

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Operating Instructions



Safety instructions

Please comply with these instructions. If you do not, any damage resulting is not covered by the warranty.

Correct use

- This appliance is not intended for use by children or other persons whose physical, sensory or mental capabilities or lack of experience and knowledge prevents them from using the appliance safely without supervision or instruction by a responsible person to ensure that they can use the appliance safely.
- Do not leave the appliance unattended during operation.
- This appliance should be used only for normal domestic cooking and frying of food.
- The appliance must not be used as a work surface or as a storage surface.
- Additions or modifications to the appliance are not permitted.
- Do not place or store flammable liquids, highly inflammable materials or fusible objects (e.g. plastic film, plastic, aluminium) on or near the appliance.

Children's safety

- Small children must be kept away from the appliance.
- Only let bigger children work on the appliance under supervision.
- To avoid small children and pets unintentionally switching the appliance on, we recommend activation of the child safety device.

General safety

- The appliance may only be installed and connected by trained, registered service engineers.
- Built-in appliances may only be used after they have built in to suitable built-in units and work surfaces that meet standards.
- In the event of faults with the appliance or damage to the glass ceramic (cracks, scratches or splits), the appliance must be switched off and disconnected from the electrical supply, to prevent the possibility of an electric shock.
- Repairs to the appliance must only be carried out by trained registered service engineers.

Safety during use

- Overheated fats and oils can ignite very quickly. Warning! Fire hazard!
- Risk of burns! Fat or oil added to a pan which has already been heated ignites very quickly and can spit.
- There is the risk of burns from the appliance if used carelessly.
- Remove stickers and film from the glass ceramic.
- Cables from electrical appliances must not touch the hot surface of the appliance or hot cookware.
- Switch cooking zone off after every use.
- Users with implanted pacemakers should keep their upper body at least 30 cm from induction cooking zones that are switched on.
- Risk of burns! Do not place objects made of metal, such as knives, forks, spoons and saucepan lids on the cooking surface, as they can get hot.
- Risk of fire! Do not place any paper, cardboard, cloth, etc. between glass ceramic niche and wok pan.

Safety when cleaning

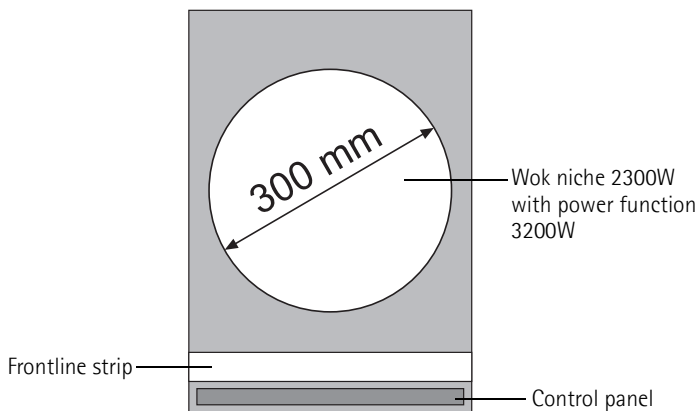
- For cleaning, the appliance must be switched off and cooled down.
- For safety reasons, the cleaning of the appliance with steam jet or high-pressure cleaning equipment is not permitted.

How to avoid damage to the appliance

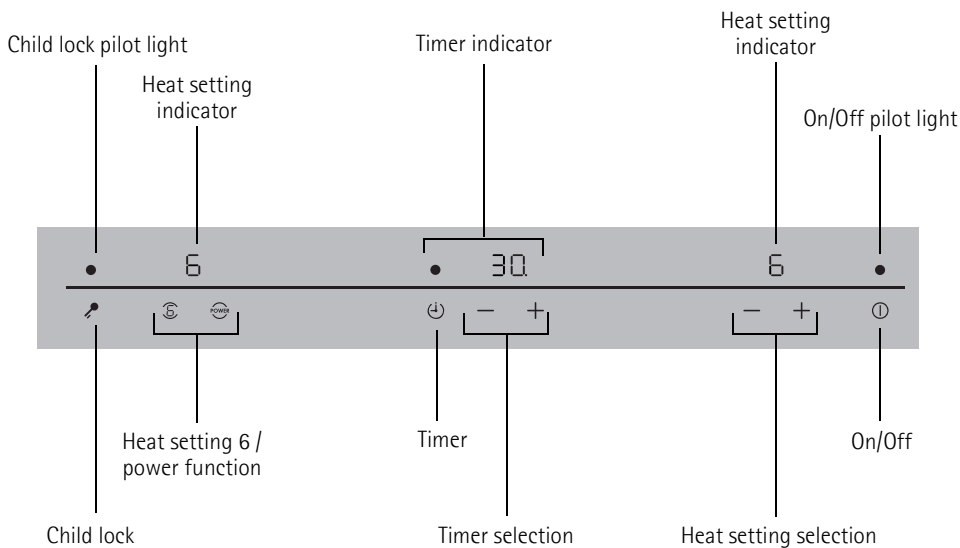
- The glass ceramic can be damaged by objects falling onto it.
- The edge of the glass ceramic can be damaged by being knocked by the cookware.
- Objects that melt and things that boil over can burn onto the glass ceramic and should be removed straightaway.
- Do not use cooking zone with empty cookware or without cookware.
- The ventilation gap of 5 mm between the worktop and front of the unit underneath it must not be covered.

Description of the Appliance

Cooking surface layout












Control panel layout












Touch Control sensor fields

The appliance is operated using Touch Control sensor fields. Functions are controlled by touching sensor fields.
Touch the sensor fields from above, without covering other sensor fields.


| Sensor field | | Function |
|---|-------------------|---|
|  | On / Off | To switch the appliance on and off |
|  | Increase settings | To increase heat settings |
|  | Reduce settings | To reduce heat settings |
|  | Timer | Timer selection |
|  | Increase settings | To increase Timer time |
|  | Reduce settings | To reduce Timer time |
|  | Child lock | Locking control panel for children |
|  | Power | Switching the power function on and off |
|  | Heat setting 6 | Set heat setting 6 immediately |

Displays

| Display | | Description |
|---|----------------------|--|
|  | | Cooking zone is switched off |
|  | Keep warm setting | Keep warm setting is set |
|  | Heat settings | Heat setting is set |
|  | Fault | Malfunction has occurred |
|  | Pan detection | Cookware is unsuitable or too small or no cookware has been placed on the cooking zone |
|  | Residual heat | Cooking zone is still hot |
|  | Child safety device | Child safety device is engaged |
|  | Power | Power function is switched on |
|  | Automatic switch off | Switch off is active. |

Residual heat indicator



Warning! Risk of burns from residual heat. After being switched off, the cooking zones need some time to cool down. Look at the residual heat indicator .

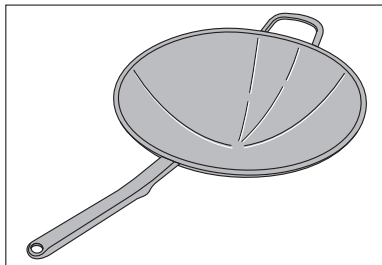


Residual heat can be used for melting and keeping food warm.


Accessories

Wok pan (supplied)


- 390 mm, 6 litres
- With 2 handles
- WOK P 6.0 stainless steel




Operating the appliance










 Only use a wok pan that is suited to this appliance.

Switching the appliance on and off


| | Control panel | Display | Pilot light |
|---------------|---|---|-------------|
| To switch on |  touch for 2 seconds |  /  | lights up |
| To switch off |  touch for 2 seconds |  / none | goes out |

 After switching on, within approx. 10 seconds a heat setting or a function must be set, otherwise the appliance automatically switches itself off.








Setting the heat setting

| | Control panel | Indicator |
|---------------|--|--|
| To increase | Touch  |  to  |
| To decrease | Touch  |  to  |
| To switch off | Touch  and  at the same time |  |

Switching the power function on and off

The power function  makes more power available to the induction cooking zones, e.g. to bring a large quantity of water to the boil quickly.




The power function is activated for 10 minutes. After that the induction cooking zone automatically switches back to heat setting 9.

| | Control panel | Display left | Display right |
|---------------|---|---|---|
| To switch on | Touch  |  |  |
| To switch off | Touch  | goes out |  |
| | Touch  | goes out |  |




Using the child safety device

The child safety device prevents unintentional use of the appliance.

Switching on the child safety device





| Step | Control panel | Display/Signal |
|--|---|---|
| 1. | ① Switch on appliance. (Do not set a heat setting.) |  |
| 2. | Touch  for 4 seconds |  |
| Appliance switches off. The child safety device is switched on | | |

Deactivating the child safety device

| Step | Control panel | Display/Signal |
|--|---|---|
| 1. | ① Switch appliance on |  |
| 2. | Touch  for 4 seconds |  lights up |
| Appliance switches off. The child safety device is switched off. | | |

Overriding the child safety device

The child safety device can be released in this way for a single cooking session; it remains activated afterwards.

| Step | Control panel | Display/Signal |
|---|--|---|
| 1. | ① Switch on the appliance |  |
| 2. | Touch  and  at the same time |  / acoustic signal |
| Until the appliance is next switched off, it can be used as normal. | | |

Using the timer

Two functions are possible:

| Function | Condition | Outcome after time has elapsed |
|------------------------|---------------------------------|---|
| Safety cut-out | When a heat setting is set | acoustic signal 0 lights up Cooking zone switches off |
| Countdown timer | When cooking zones are not used | acoustic signal 0 lights up |



If a heat setting is set in addition to a countdown timer that is set, the countdown timer becomes a safety cut-out. The cooking zone is switched off after the time set has elapsed.


Setting the time

| Step | Control panel | Display |
|--|---------------|---------------------|
| 1. | Touch | Pilot light flashes |
| 2. | Touch + or - | 0 to 99 minutes |
| The pilot light lights up. The time is set. The time counts down to 0. | | |

Switching timer function off

| Step | Control panel | Display |
|--|---------------|--------------------------------------|
| 1. | Touch | Pilot light flashes |
| 2. | Touch - | The remaining time counts down to 0. |
| The pilot light goes out. The timer function is switched off. | | |

Changing the time

| Step | Control panel | Display |
|------|---|--------------------------------|
| 1. | Touch  | Pilot light flashes |
| 2. | Touch + or — | 01 to 99 minutes |

The pilot light lights up.
The time is set.
The time counts down to 0.

Switching off the acoustic signal

| Step | Control panel field | Acoustic signal |
|------|---|---------------------------------|
| 1. | Touch  | Acoustic signal to acknowledge. |






Acoustic signal stops.


Automatic switch off

Cooking surface

- If after switching on the cooking surface, a heat setting is not set within approx. 10 seconds, the cooking surface automatically switches itself off.
- If the cooking zone is switched off, the cooking surface automatically switches itself off after approx. 10 seconds.

Induction cooking zones

- In the case of overheating (e.g. when a saucepan boils dry) the cooking zone automatically switches itself off.  is displayed. Before being used again, the cooking zone must be set to  and cooled down.
- If cookware that is not suitable is used,  lights up in the display and after 2 minutes the indicator for the cooking zone switches itself off.
- If the cooking zone is not switched off after a certain time, or if the heat setting is not modified, the cooking zone switches off automatically.  is displayed. Before being used again, the cooking zone must be set to .

| Heat setting | Switches off after |
|---|--------------------|
|  1 - 2 | 6 hours |
| 3 - 4 | 5 hours |
| 5 | 4 hours |
| 6 - 9 | 1.5 hours |

Tips for cooking with the wok

The induction wok is eminently suitable for preparing "à la minute" dishes, in particular Chinese specialities. The food is continuously turned during the short frying time. The induction heating system means that in the wok you can cook extremely quickly and at high heat. As a result meat and fish remain succulent and vegetables retain colour, taste and vitamins.



Take care! Risks of burns from overheated fats and oils.

The induction wok has – especially at heat setting 7 and above – a high power with extremely fast reaction time. Fat and oil overheat very quickly. When it starts to smoke, it is too hot.

When cooking with fat or oil do not leave the appliance unattended.



The frying temperature can be estimated by testing with a wooden spoon. Hold the handle of a wooden spoon in the hot fat:

- If small bubbles rise to the surface, the frying temperature has been reached.
- If there are no bubbles, the frying temperature has not yet been reached.



Information on acrylamides

According to the latest scientific knowledge, intensive browning of food, especially in products containing starch, can constitute a health risk due to acrylamides. Therefore we recommend cooking at the lowest possible temperatures and not browning foods too much.

Handling the wok

- Place the wok pan into the wok niche carefully. If handled carelessly, the handle can hit the glass ceramic surface and damage it.
- Do not shake the wok pan while it is in the wok niche. The glass ceramic surface can be scratched or damaged by the handle.

Cookware for the induction wok

Suitability test

Cookware is suitable for induction cooking, if ...

- ... a little water on an induction cooking zone set to heat setting 9 is heated very quickly.
- ... a magnet sticks to the bottom of the cookware.



The cookware can make noises while working on induction cooking zones. These noises are not a fault in the appliance and do not affect operation in any way.



Safe operation of the appliance in accordance with EN60335 can only be guaranteed with the wok pan supplied with it. Cookware with a flat bottom must not be used.

Methods of preparation in the wok

Stir frying

- Wok is swirled with oil.
- Ingredients cut into small pieces, including sauces and seasonings, are quickly fried over a high heat while continuously being stirred.
- Due to the extremely short cooking time the ingredients should be ready before you start cooking.
- Start with the ingredients with the longest cooking time.
- Very healthy method of preparation.
- Vegetables retain their own taste and colour and remain nice and crunchy.
- Small pieces of meat remain tender.

Deep frying

- Very small drop in temperature.
- Low oil consumption.
- Due to the constant temperature the fried food does not absorb much fat.
- Meat, fish, potatoes, vegetables, etc. retain an even colour and crust and therefore the typical taste.
- Only use fats that are specially intended for deep frying.

Poaching / Whipping

- Special cooking process.
- Induction wok is very suitable.
- Curved shape of the wok is extremely suitable for whipping up custards, sabayons, butter sauces, fatless sponge or parfait mixtures without a bain marie at 65° C to 80° C.

Simmering

- Boiling: Cooking at boiling point (bubbling), e.g. spaghetti.
- Simmering: Cooking just under the boiling point (not bubbling), e.g. dumplings

Stewing

- Cooking in its own juice, or possibly with the addition of a little fat and other liquid.
- Cooking high water content food such as vegetables, fish and fruit with a lid on over moderate heat, to retain flavours.

Steaming

- Very gentle method of preparation.
- A high level of the food's nutrient content and colour are retained.

Cleaning and Care



Take care! Risk of burns from residual heat.



Warning! Sharp objects and abrasive cleaning materials will damage the appliance. Clean with water and washing up liquid.



Warning! Residues from cleaning agents will damage the appliance. Remove residues with water and washing up liquid.

Cleaning the appliance after each use

1. Wipe the appliance with a damp cloth and a little washing up liquid.
2. Rub the appliance dry using a clean cloth.

Removing deposits

1. Place a scraper on the glass ceramic surface at an angle.
2. Remove residues by sliding the blade over the surface.
3. Wipe the appliance with a damp cloth and a little washing up liquid.
4. Rub the appliance dry using a clean cloth.

| Type of dirt | Remove | | |
|-------------------------------|--------------|------------------------------------|---|
| | immedi-ately | when the appliance has cooled down | using |
| sugar, food containing sugar | yes | --- | a scraper* |
| plastics, tin foil | yes | --- | |
| limescale and water rings | --- | yes | cleaner for glass ceramic or stainless steel* |
| fat splashes | --- | yes | |
| shiny metallic discolouration | --- | yes | |

*Scrapers and cleaners for glass ceramic and stainless steel can be purchased in specialized shops



Remove stubborn residues with a cleaner for glass ceramic or stainless steel.



Scratches or dark stains on the glass ceramic that cannot be removed do not however affect the functioning of the appliance.

Removable Frontline strip

The aluminium Frontline strip fastens on by means of magnets. It is easy to remove by hand and can be cleaned with detergent. Please do not use any scouring agents or sponges that scratch. Do not clean the strip in the dishwasher.

What to do if ...

| Problem | Possible cause | Remedy |
|--|---|---|
| The cooking zone cannot be switched on or is not operating | More than 10 seconds have passed since the appliance was switched on | Switch the appliance on again. |
| | The child safety device is switched on (L) | Deactivate child safety device (See the section "Child safety device") |
| | Several sensor fields were touched at the same time | Only touch one sensor field |
| | Automatic switch off has been triggered | Remove any objects (pan, cloths, etc.) that are lying on the control panel. Switch appliance on again |
| The residual heat indicator is not displaying anything | The cooking zone was only on for a short time and is therefore not hot | If the cooking zone is supposed to be hot, call the Customer Service Department. |
| Power function cannot be switched on | The Power function has already been activated several times quickly one after the other | Let cooking surface cool down. |
| (F) lights up | Unsuitable cookware | Use suitable cookware |
| | No cookware on the cooking zone | Put cookware on zone |
| (E) and number are displayed | Electronics fault | Disconnect the appliance from the electrical supply for a few minutes (Take the fuse out of the house's wiring system) If after switching on again, (E) is displayed again, call the customer service department |
| It is very hard to adjust the heat settings | Potential differences | Do not touch the pan handle when setting the heat settings and do not position over the control panel. |

If you are unable to remedy the problem by following the above suggestions, please contact your dealer or the Customer Care Department.



Warning! Repairs to the appliance are only to be carried out by qualified service engineers. Considerable danger to the user may result from improper repairs.



If the appliance has been wrongly operated, the visit from the customer service technician or dealer may not take place free of charge, even during the warranty period.

Disposal




Packaging material

The packaging materials are environmentally friendly and can be recycled. The plastic components are identified by markings, e.g. >PE<, >PS<, etc. Please dispose of the packaging materials in the appropriate container at the community waste disposal facilities.



Old appliance

The symbol  on the product or on its packaging indicates that this product may not be treated as household waste. Instead it shall be handed over to the applicable collection point for the recycling of electrical and electronic equipment. By ensuring this product is disposed of correctly, you will help prevent potential negative consequences for the environment and human health, which could otherwise be caused by inappropriate waste handling of this product. For more detailed information about recycling of this product, please contact your local city office, your household waste disposal service or the shop where you purchased the product.

Installation Instructions



Safety instructions

Warning! This must be read!

The laws, ordinances, directives and standards in force in the country of use are to be followed (safety regulations, proper recycling in accordance with the regulations, etc.)

Installation may only be carried out by a qualified electrician.

The minimum distances to other appliances and units are to be observed.

Anti-shock protection must be provided by the installation, for example drawers may only be installed with a protective floor directly underneath the appliance.

The cut surfaces of the worktop are to be protected against moisture using a suitable sealant.

The sealant seals the appliance to the work top with no gap.

Avoid installing the appliance next to doors and under windows. Otherwise hot cookware may be knocked off the rings when doors and windows are opened.



Risk of injury from electrical current.

- The appliance must be free of voltage when installing and uninstalling.
- Observe connection schematic.
- Observe electrical safety rules.
- Ensure anti-shock protection through correct installation by a qualified installer.
- The appliance must be connected to the electrical supply by a qualified electrician.



Risk of injury from electrical current.

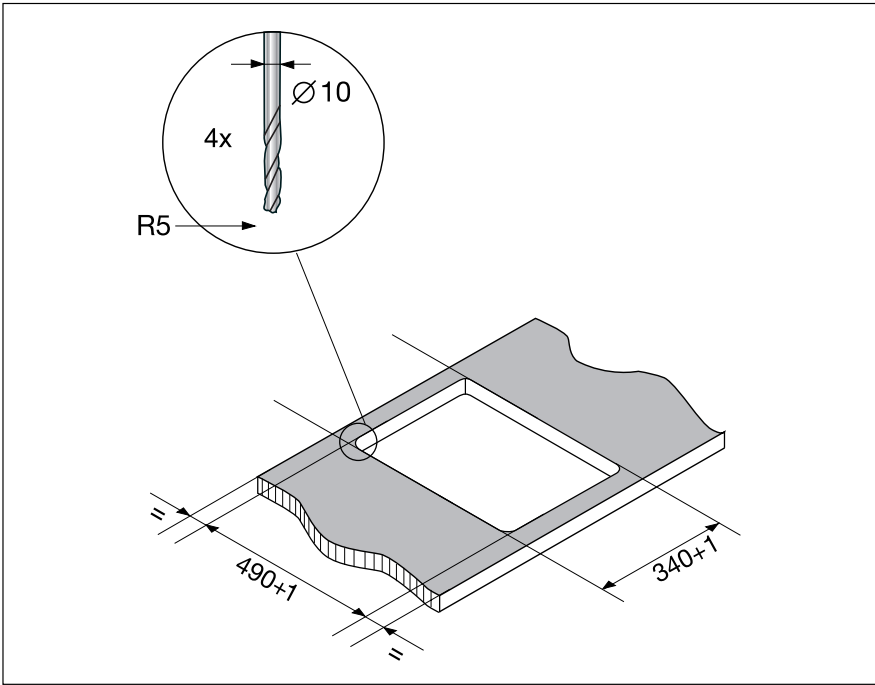
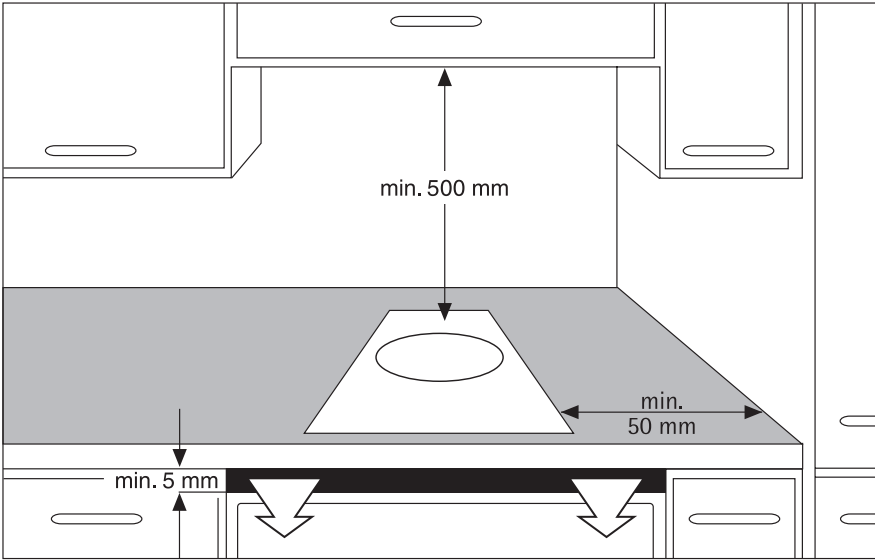
Loose and inappropriate plug and socket connections can make the terminal overheat.

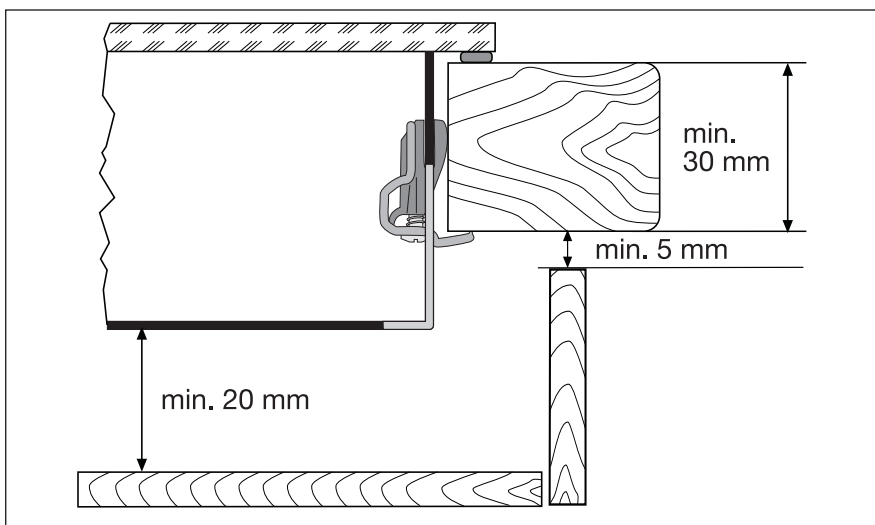
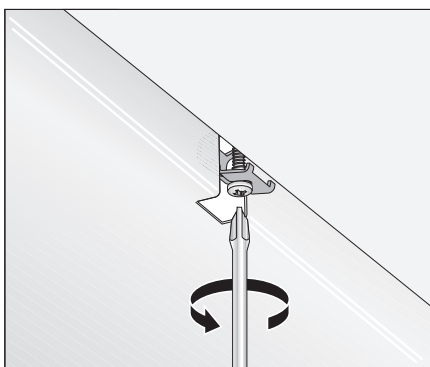
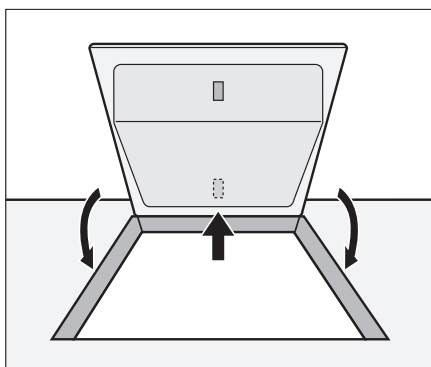
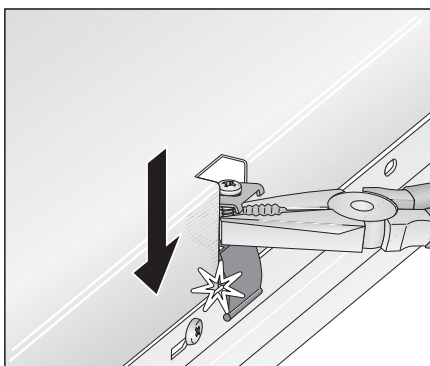
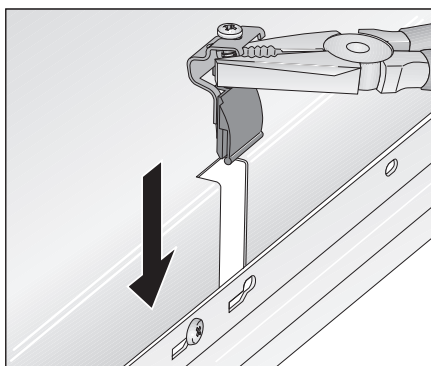
- Have the clamping connections correctly installed by a qualified electrician.
- Use strain relief clamp on cable.
- This appliance's mains cable is fixed directly to the board. If the mains cable is damaged, it must only be replaced by a qualified electrician or our Customer Care Department.
- This appliance's mains cable must be a special cable (type H05BB-F Tmax 90°; or higher). The latter is available from the Customer Care Department.

A device must be provided in the electrical installation which allows the appliance to be disconnected from the mains at all poles with a contact opening width of at least 3 mm.

Suitable isolation devices include line protecting cut-outs, fuses (screw type fuses are to be removed from the holder), earth leakage trips and contactors.

Assembly





Installing more than one Frontline hob

Additional parts: cross bar(s), heat resistant silicon, rubber block, shaving blade.



Only use special heat-resistant silicon.

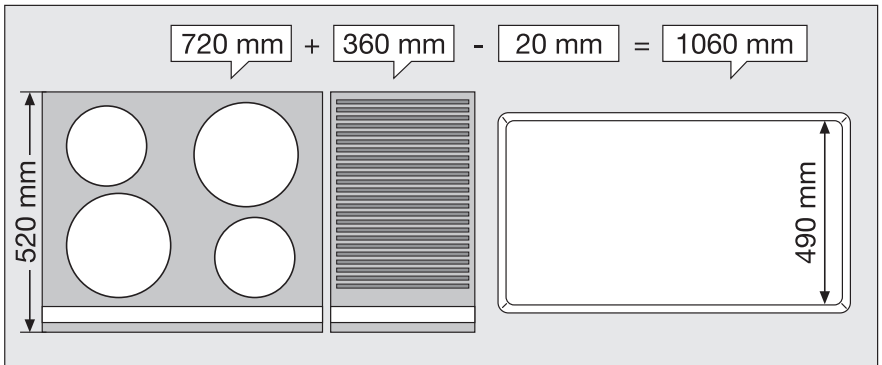
Cut-out section

Distance from the wall: at least 50 mm

Depth: 490 mm

Width: The widths of all appliances to be built-in are added together, minus 20 mm (see also "Overview of all appliance widths")

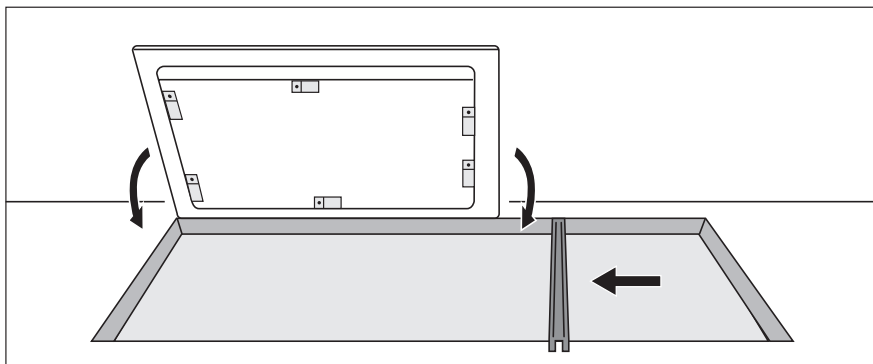
Example:



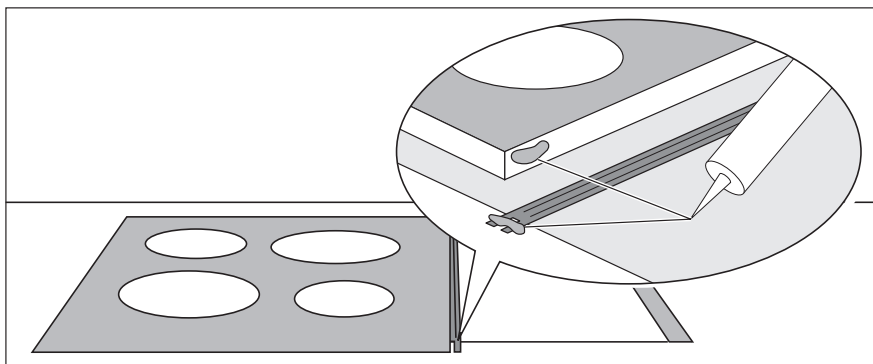
Installing more than one appliance

1. Work out the size of the cut-out section and saw it out.
2. Remove Frontline strip from the appliances by hand (magnetic fastening).
3. Lay the appliances one at a time on something soft (for example a blanket) with the underside facing upwards.
4. Screw / clip fixing plates / retaining grips into the appropriate holes in the protective boxes.

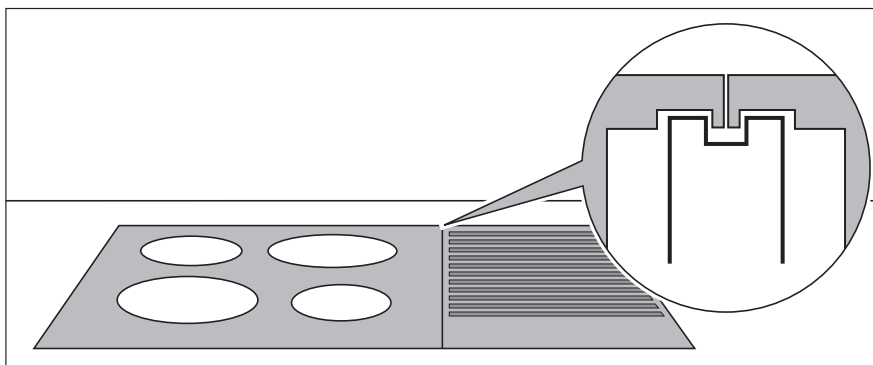
5. Place first appliance in the cut-out. Lay connecting cross bar in the cut-out and push up halfway against the appliance.



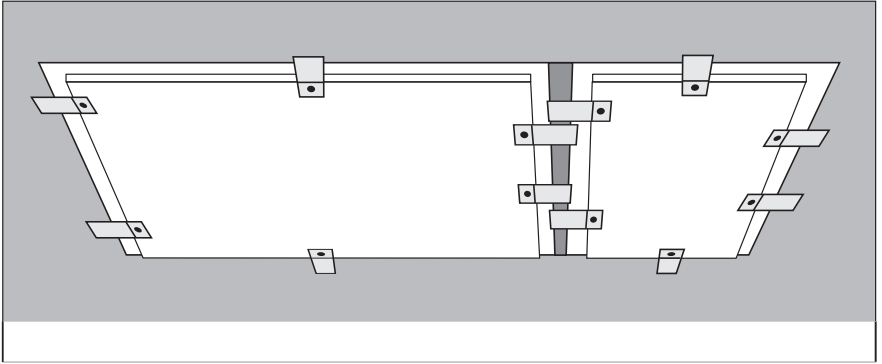
6. Put silicon on the appliance corners that will touch one another. Put silicon on the end of the cross bar.



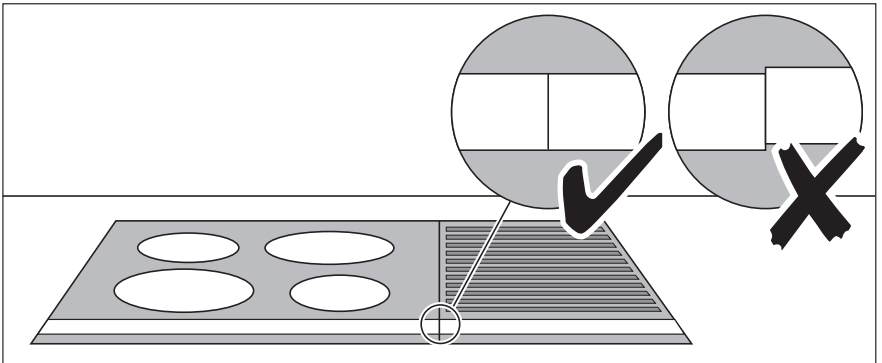
7. Loosely screw in fixing plates / retaining grips from below on the worktop and on the connecting cross bar.



8. Place Frontline strips on the appliances. Check that the Frontline strips are in line with one another.



9. Tighten the fixing plate / retaining grip screws.
10. Inject a line of silicon into the gap between the appliances.
11. Dampen silicon line with a little soapy water.
12. Press rubber block hard against the glass ceramic and draw it slowly along the gap.



13. Leave silicon until the next day to harden.
14. Carefully remove projecting silicon with a shaving blade.
15. Clean glass ceramic thoroughly.
16. Replace Frontline strips.

Overview of all appliance widths

180 mm

Worktop-mounted cooker hood

360 mm

Glass ceramic cooking surface with 2 radiation cooking zones

Glass ceramic cooking surface with 2 induction cooking zones

Gas hob with 2 burners

Grill

Grill/Deep fat fryer

Wok

580 mm

Glass ceramic cooking surface with 4 radiation cooking zones

Gas hob with 4 burners

720 mm

Glass ceramic cooking surface with 4 radiation cooking zones

Glass ceramic cooking surface with 4 induction cooking zones

Gas hob with 4 burners

Rating Plate

AEG-ELECTROLUX

3,2 kW 220-240 V

Prod-nr: 941 177 710

~ 50/60

SC



Typ 59 WOK 01 AG

Serie

FM4863K-AN



Guarantee/Customer Service

Standard guarantee conditions

We, AEG-Electrolux, undertake that if within 12 months of the date of the purchase this AEG-Electrolux appliance or any part thereof is proved to be defective by reason only of faulty workmanship or materials, we will, at our option repair or replace the same FREE OF CHARGE for labour, materials or carriage on condition that:

- The appliance has been correctly installed and used only on the electricity supply stated on the rating plate.
- The appliance has been used for normal domestic purposes only, and in accordance with the manufacturer's instructions.
- The appliance has not been serviced, maintained, repaired, taken apart or tampered with by any person not authorised by us.
- Electrolux Service Force Centre must undertake all service work under this guarantee
- Any appliance or defective part replaced shall become the Company's property.
- This guarantee is in addition to your statutory and other legal rights.

Exclusions

- Damage or calls resulting from transportation, improper use or neglect, the replacement of any light bulbs or removable parts of glass or plastic.
- Costs incurred for calls to put right an appliance which is improperly installed or calls to appliances outside the United Kingdom.
- Appliances found to be in use within a commercial environment, plus those which are subject to rental agreements.
- Products of Electrolux manufacturer that are not marketed by Electrolux

European Guarantee

This appliance is guaranteed by Electrolux in each of the countries listed at the back of this user manual, for the period specified in the appliance guarantee or otherwise by law. If you move from one of these countries to another of the countries listed below the appliance guarantee will move with you subject to the following qualifications:

- The appliance guarantee starts from the date you first purchased the appliance which will be evidenced by production of a valid purchase document issued by the seller of the appliance.
- The appliance guarantee is for the same period and to the same extent for labour and parts as exists in your new country of residence for this particular model or range of appliances.
- The appliance guarantee is personal to the original purchaser of the appliance and cannot be transferred to another user.
- The appliance is installed and used in accordance with instructions issued by Electrolux and is only used within the home, i.e. is not used for commercial purposes.
- The appliance is installed in accordance with all relevant regulations in force within your new country of residence.

The provisions of this European Guarantee do not affect any of the rights granted to you by law.

www.electrolux.com

|  |  |  |
|---|---|---|
| Albania | +35 5 4 261 450 | Rr. Pjeter Bogdani Nr. 7 Tirane |
| Belgique/België/ Belgien | +32 2 363 04 44 | Bergensesteenweg 719, 1502 Lembeek |
| Česká republika | +420 2 61 12 61 12 | Budějovická 3, Praha 4, 140 21 |
| Danmark | +45 70 11 74 00 | Sjællandsgade 2, 7000 Fredericia |
| Deutschland | +49 180 32 26 622 | Muggenhofer Str. 135, 90429 Nürnberg |
| Eesti | +37 2 66 50 030 | Mustamäe tee 24, 10621 Tallinn |
| España | +34 902 11 63 88 | Carretera M-300, Km. 29,900 Alcalá de Henares Madrid |
| France | www.electrolux.fr | |
| Great Britain | +44 8705 929 929 | Addington Way, Luton, Bedfordshire LU4 9QQ |
| Hellas | +30 23 10 56 19 70 | 4 Limnou Str., 54627 Thessaloniki |
| Hrvatska | +385 1 63 23 338 | Slavonska avenija 3, 10000 Zagreb |
| Ireland | +353 1 40 90 753 | Long Mile Road Dublin 12 |
| Italia | +39 (0) 434 558500 | C.so Lino Zanussi, 26 - 33080 Porcia (PN) |
| Latvija | +37 17 84 59 34 | Kr. Barona iela 130/2, LV-1012, Riga |
| Lithuania | +3702780607 | Žirmūnų 67, LT-09001 Vilnius |
| Luxembourg | +352 42 431 301 | Rue de Bitbourg, 7, L-1273 Hamm |
| Magyarország | +36 1 252 1773 | H-1142 Budapest XIV, Erzsébet királyné útja 87 |

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|---|---|--|
| Nederland | +31 17 24 68 300 | Vennootsweg 1, 2404 CG - Alphen aan den Rijn |
| Norge | +47 81 5 30 222 | Risløkkvn. 2 , 0508 Oslo |
| Österreich | +43 18 66 400 | Herziggasse 9, 1230 Wien |
| Polska | +48 22 43 47 300 | ul. Kolejowa 5/7, Warszawa |
| Portugal | +35 12 14 40 39 39 | Quinta da Fonte - Edificio Gonçalves Zarco - Q 35 2774 - 518 Paço de Arcos |
| Romania | +40 21 451 20 30 | Str. Garii Progresului 2, S4, 040671 RO |
| Schweiz/Suisse/ Svizzera | +41 62 88 99 111 | Industriestrasse 10, CH-5506 Mägenwil |
| Slovenija | +38 61 24 25 731 | Electrolux Ljubljana d.o.o. Gerbičeva 98, 1000 Ljubljana |
| Slovensko | +421 2 43 33 43 22 | Electrolux Slovakia s.r.o., Electrolux Domáce spot- rebiče SK, Seberínho 1, 821 03 Bratislava |
| Suomi | www.electrolux.fi | |
| Sverige | +46 (0)771 76 76 76 | Electrolux Service, S:t Göransgatan 143, S-105 45 Stockholm |
| Türkiye | +90 21 22 93 10 25 | Tarlabası caddesi no : 35 Taksim İstanbul |
| Россия | +7 495 937 7837 | 129090 Москва, Олимпийский проспект, 16, БЦ „Олимпик“ |
| Україна | +380 44 586 20 60 | 04074 Київ, вул.Автозаводська, 2а, БЦ „Алкон“ |

Service and Spare Parts

If the event of your appliance requiring service, or if you wish to purchase spare parts, please contact Service Force by telephoning:

0870 5 929 929

Your telephone call will be automatically routed to the Service Force Centre covering your post code area.

For the address of your local Service Force Centre and further information about Service Force, please visit the website at

www.serviceforce.co.uk

Before calling out an engineer, please ensure you have read the details under the heading „What to do if...“

When you contact the Service Force Centre you will need to give the following details:

1. Your name, address and post code.
2. Your telephone number.
3. Clear and concise details of the fault.
4. The model and serial number of the appliance (found on the rating plate)
5. The purchase date.

Please note that a valid purchase receipt or guarantee documentation is required for in-guarantee service calls.

Customer Care

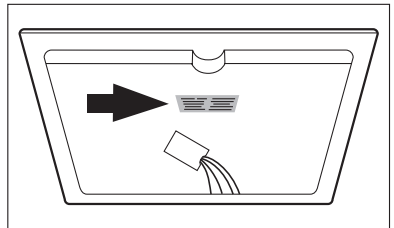
For general enquiries concerning your AEG appliance, or for further information on AEG products please contact our Customer Care Department by letter or telephone at the address below or visit our website at

www.aeg.co.uk.

Customer Care Department
Major Appliances
AEG Domestic Appliances
Addington Way
Luton
Bedfordshire, LU4 9QQ
Tel: 08705 350350 (*)

For Customer Service in the Republic of Ireland please contact us at the address below:

AEG/ Electrolux Group (Ire) Ltd
Long Mile Road/ Dublin 12
Republic of Ireland
Tel: +353 (0) 1 4090754
Email: service.eid@electrolux.ie



(*) Calls may be recorded for training purposes

